



DEPARTMENT OF THE ARMY
HEADQUARTERS, NATIONAL TRAINING CENTER AND FORT IRWIN
FORT IRWIN, CALIFORNIA 92310

REPLY TO
ATTENTION OF:

AFZJ-CG

197021

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: NTC Policy Letter 01, Commanders' Open Door Policy, and the Commanding General's Hotline/Hotmail Program

1. PURPOSE: To inform personnel of the existing avenues available for resolving personal problems.

2. APPLICABILITY: This policy letter applies to all personnel on Fort Irwin.

3. REFERENCE: None.

4. POLICY:

a. Open Door Policy: Commander's will issue written policy statements which contain:

(1) An announcement of an "open door" policy for assistance in personal problems.

(2) Procedures on "chain of command" assistance from appropriate staff agencies and policies for handling personal problems of subordinates.

b. The CG's Hotline program:

(1) Provides additional avenues for personnel seeking assistance and opens an additional channel of communication to the Commanding General. Prior to using the CG's hotline an attempt at resolution must have been made through the chain of command or the I.C.E. system for Garrison issues. The hotline is not a substitute for the chain of command or for the agencies established to assist Soldiers, their Families, and the civilian work force. The CG's Hotline is 380-LINE (5463). The CG's email hotline is irwin-cghotmail@conus.army.mil.

(2) The Secretary of the General Staff (SGS) will monitor and maintain the Hotline and Hotmail accounts to the appropriate activity/director responsible for the subject call or message. The activity/director will reply to callers who identify themselves within 24-48 hours (excluding weekends and holidays). The activity/director will provide input or an appropriate response to the Secretary of the General Staff (SGS) within 72 hours. The following information will be included in the report to the SGS:

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(a) When they received the CG Hotline from the SGS and when they contacted the complainant.

(b) The results of their effort to identify the complainant's concerns/issues and the current governing regulation(s), policy letter(s), SOPs, etc.

(c) Whether the concerns / issues were being executed IAW the governing regulation(s). What actions are required to correct the matter and who has the authority to correct the matter.


5. Anonymous calls will be forwarded to the appropriate agency for information. Callers who do not identify themselves will not receive a response.

6. The SGS office will provide an information message on each Hotline / Hotmail as it is received to the Deputy Commander / Chief of Staff.

7. All completed CG Hotline / Hotmail will be forwarded to the Commanding General for review.

8. SUPERSESSION. This policy letter supersedes all previous NTC policy letters subject as above.

9. The proponent for this policy letter is the Secretary of the General Staff at: 380-3611.


TERRY R. FERRELL
Brigadier General, USA
Commanding

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